Requesting GSX Access

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Overview

Access to Global Service Exchange (GSX) is auto-provisioned based on Job Title in Merlin. Lead Genius, Genius, Genius Admin, Technical Expert, and Technical Specialist roles will have access to GSX automatically.

Employees with other roles in the store that require GSX access can request access through Access Manager.

Users with access will have to log into the GSX every 45 days to ensure privileges remain. If access lapses, use Access Manager re-activate an account.

Request Access for Non Auto-Provisioned Accounts

Use Access Manager to request access to GSX if it is not auto-provisioned based on role.

1. Search Global Service Exchange.

> **Note**
> Searching GSX will not find the application.

2. Click Continue under the Checkout section.

3. For Roles, Choose Global Roles, and then Retail Advisor.

4. For Application Optional Privileges, leave all options blank and click Continue.

5. For Purpose, explain why access is needed and click Place Order.

Renew Access for Lapsed Accounts

Use Access Manager to renew access to GSX if the account has not been logged into for a month or more. Alternatively, your manager can directly extend access from Access Manager.

1. From Menu, choose My Accounts

2. Click Manage > Extend Access for GSX.

3. Choose an extension date and enter a reason for extending.

Support

All requested application access will need approval from your Store Leader. For additional support, email svc.authorize@apple.com.